

Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 3.1

User Manual



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Revision History

Date	Version	Description	Author
06/15/2020	3.0	PSO*7.0*610: <ul style="list-style-type: none"> Added NOTE to indicate a minor change in the display of the Station ID drop-down list in the Reports tab Updated Title page, Revision History, and Footers 	REDACTED
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Date	Version	Description	Author
		<ul style="list-style-type: none"> Added the information for LOCKED BY column in the Patient Centric View section. Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout Added Note and included Figure 3-48 to indicate to the user that a Provider's DEA# has expired in the Edit Provider section. Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in the Edit Drug/SIG section. Added description under Note for modified workflow in the Edit Drug/SIG section. Updated description for VistA Days Supply calculation in the Additional Field-level Information: section. Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in the Quantity/Days Supply work flow under Validate Drug/SIG >> Edit: section. Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in the Complete Orders from OERR and Patient Prescription Processing section. Added Note describing eRx Date, Date Written, Issue Date and Written Date fields in the Complete Orders from OERR and Patient Prescription Processing section. 	
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Date	Version	Description	Author
		<p>Updates based on feedback from HPS.</p> <p>Updated screenshots and verbiage throughout the document, formatting and sections Inbound ePrescribing Workflow and Summary Screen, Pharmacy Management section.</p> <p>Updates made based on changes made during SureScripts Certification and IOC Production Testing</p>	

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Unit 5. Cancel R_x Requests and Responses

The Cancel R_x Request is sent by the external/non-VA provider for an original New R_x so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a New R_x (or auto-Discontinue in Outpatient), VA Pharmacy sends back either an automated or manual Cancel R_x Response. When an automated Cancel R_x Response is sent to the provider's EHR system, user intervention is not required. When a user has to take action on the prescription for which a Cancel R_x Request has been received, the user may send a manual Cancel R_x Response.

Cancel R_x Request in the eR_x Holding Queue

When a Cancel R_x Request is received in the Holding Queue, it is displayed in the list view in one of the actionable statuses until it is acknowledged. Depending on the status of the New R_x on which the Cancel R_x Request has been received, the status of the request is changed according to the status of the New R_x prior to canceling or auto-Discontinuing. For a full list of Cancel R_x Request statuses, please refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in this guide.

Once the request is acknowledged, it is no longer displayed in the list view. Cancel R_x Request messages may be retrieved at any point using <MV> Message View and/or <SR> Search.

1. From the eR_x Holding Queue List screen, type <MV> Message View.
2. Type Cancel Request.

The Cancel R_x Request message statuses are displayed in the "Status" column on the eR_x Holding Queue. For Cancel R_x Request statuses, refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in Appendix B.

PSO ERX HOLDING QUEUE		May 07, 2018@12:09:19		Page: 11 of 11		
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Apr 07, 2018)				
+	Patient	DOB	Drug	Provider	STA	Rec Date
151.	RICHARDSON, DOUGLAS	9/29/98	LIPITOR TAB 10MG	EVANS,	CAO	5/4/18
152.	RICHARDSON, DOUGLAS	9/29/98	LIPITOR TAB 10MG	EVANS,	CNE	5/4/18
153.	GRINES, RICK	10/12/75	PROTONIX 40 MG ORAL G	EVANS,	HPT	5/7/18
154.	GRINES, RICK	10/12/75	RISPERIDONE 2MG TAB	EVANS,	CAH	5/7/18
155.	TUGER, DEBRA	11/10/79	PATADAY 0.2% OPHTHALM	EVANS,	CAO	5/7/18

Enter ?? for more actions

SI Select Item

SO Sort Entries

SR Search Queue

MV Message View

Select Action:Quit//

Figure 5-1: CAO Status in Holding Queue

Cancel R_x Response in the eR_x Holding Queue

There are two types of Cancel R_x Responses:

- Approved
- Denied

Approved

An Approved Cancel R_x Response is sent back to the requesting non-VA Provider when either the system or the user has been able to successfully cancel or auto-Discontinue the original New R_x.

- In most cases, the system sends an automated Approved Cancel Response to the requesting non-VA Provider.
- In certain cases, the system only cancels the original New R_x in the Holding Queue and does not send an automated response. In these scenarios, the user can acknowledge the request and send a manual response.

Denied

A Denied Cancel R_x Response is sent back to the requesting non-VA Provider when either the system or the user has not been able to successfully cancel or auto-Discontinue the original New R_x.

- At this time, there is no automated Denied Cancel R_x Response sent from VA Pharmacies to the requesting non-VA Provider.
- When the user has not been able to locate and cancel/auto-Discontinue the original New R_x or when the user has chosen not to cancel/auto-Discontinue the original New R_x, the user may acknowledge the request and send a manual Denied response.

For more information on this, please refer to the Cancel R_x Process section in this guide. For more information on how to acknowledge a Cancel R_x Request, please refer to Acknowledge: Hidden Action for Cancel R_x Request section in this guide.

Cancel R_x Request Message Details View

The Pharmacy user may select the Cancel R_x Request message from the Holding Queue to view the message details in the Message Details View.

1. From the eR_x Holding Queue List screen, type <MV> Message View.
2. Type Cancel Request.

PSO ERX HOLDING QUEUE			Jul 31, 2018@13:45:24		Page: 1 of 1	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILLY	I	7/27/18
2.	GRINES, RICK	10/12/70	QUINAPRIL 10 MG ORAL	EVANS, LILLY	RXD	7/30/18
3.	GRINES, RICK	10/12/70	RISPERIDONE 2MG TAB	EVANS, LILLY	CAO	7/30/18
4.	SARTEN, CHAD	10/17/40	WELLBUTRIN XL 150 MG	ADAM, SAM	I	7/30/18
5.	WHITESIDE, KARA	10/11/70	CARAFATE 1 GRAM ORAL	EVANS, LILLY	HPT	7/31/18
6.	TUCKER, DEBRA	11/10/70	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
7.	FLORENCE, FELICIA A	11/11/60	METHYLPREDNISOLONE AC	EVANS, LILLY	CAO	7/31/18
8.	KARL, RANDOLPH	5/5/64	ACYCLOVIR 800MG TAB	LESTRANGE, S	CAP	7/31/18

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 5-2: Holding Queue List View

3. Select the desired record from the list.

The Cancel Rx Request message details display.

eRx Holding Queue Display	Jul 31, 2018@13:45:41	Page: 1 of 2
eRx Patient: KARL, RANDOLPH		
eRx Reference #: 34739		
CANCEL RX		
eRx Status: CANCEL PAPER RX OR FAXED RX		
eRx Patient: KARL, RANDOLPH	DOB: 5/5/64	
eRx Provider: LESTRANGE, BELLATRIX	NPI: 1205415175	
eRx Drug: ACYCLOVIR 800MG TAB		
eRx Qty: 60	eRx Refills: PRN	eRx Days Supply: 30 eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4 hours, 5 times daily		
*****CANCEL REQUEST INFORMATION*****		

Figure 5-3: Cancel Rx Request Details

The user may continue to scroll through the Cancel Rx Request Details page to view Cancel Request Information.

eRx Holding Queue Display Jul 31, 2018@13:45:48 Page: 1 of 2

eRx Patient: KARL, RANCHO SAN JUAN
eRx Reference #: 34739
+
eRx Provider: LESTRANGE, BELLATRIX NPI: 1225015175

eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60 eRx Refills: PRN eRx Days Supply: 30 eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4 hours, 5 times daily

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PAPER RX OR FAXED RX
Requested By: LESTRANGE, BELLATRIX
Request Date/Time: JUL 31, 2018@13:44:26
Original eRx not found in Hub and/or in Vista.

Request Comments:
+ Enter ?? for more actions

VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 5-4: Cancel Rx Request Details – Cancel Request Information

Cancel Rx Response Message Details View

The Pharmacy user may select the Cancel Rx Response message from the Holding Queue to view the message details in the Message Details View.

1. From the eRx Holding Queue List screen, type <MV> Message View.
2. Type Cancel Response.

PSO ERX HOLDING QUEUE		Jul 31, 2018@13:59:34		Page: 1 of 2	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.	WINTERSON, KARA	10/11/72	CARAFATE 1 GRAM ORAL	EVANS, LILY	CNP 7/31/18
2.	KARL, RANCHO SAN JUAN	5/5/94	ACYCLOVIR 800MG TAB	LESTRANGE, B	CNP 7/31/18
3.	FLANDERS, FELICIA A	11/1/88	METHYLPREDNISOLONE AC	EVANS, LILY	CNP 7/31/18
4.	THOMAS, DAVID	8/22/85	ACCU-CHEK COMFORT CUR	EVANS, LILY	CNP 7/31/18
5.	TUCKER, DEBRA	11/18/76	XOPENEX 1.25 MG/3 ML	EVANS, LILY	CNP 7/30/18
6.	GRINES, RICK	10/12/70	RISPERIDONE 2MG TAB	EVANS, LILY	CNP 7/30/18
7.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
8.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
9.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
10.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
11.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
12.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
13.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
14.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
15.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	EVANS, LILY	CNP 7/27/18
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Next Screen//					

Figure 5-5: Holding Queue List View - Cancel Response

3. Select the desired record from the list.

The Cancel Rx Response message details display.

```

eRx Holding Queue Display      Jul 31, 2018@14:00:14      Page:      1 of      3
eRx Patient:
eRx Reference #: V22207

CANCEL RX RESPONSE
eRx Status: CANCEL RESPONSE PROCESSED
Last New Rx status: N - NEW

eRx Patient: WHITESIDE, KARA      DOB: 12/11/52
eRx Provider: EVANS, LELLY      NPI: 1871000417

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty:      eRx Refills:      eRx Days Supply:      eRx Date: JUL 31, 2018

*****CANCEL RESPONSE INFORMATION*****
APPROVED
Response Status:
Request/Response Type: APPROVED
Response: Rx was never dispensed. Canceled at Pharmacy
+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print      RJ (Reject)      AC (Accept eRx)
H (Hold)      UH (Un Hold)      RM (Remove eRx)
Select Action:Next Screen//

```

Figure 5-6: Cancel Rx Response Details

Cancel Rx Process

The Cancel Rx Process involves auto-Canceling an original New Rx in the Holding Queue and auto-Discontinuing the record in the Outpatient Profile if it is already processed from the Holding Queue. In most cases, the system also sends an Approved Cancel Rx Response.

In some scenarios, the user must manually discontinue the prescription in the Outpatient Profile and then send a manual Approved Cancel Rx Response at the time of acknowledging the request.

If the user is unable to locate the original New Rx and/or if the user is not going to cancel/discontinue the prescription, the user may send a manual Denied Cancel Rx Response.

If a manual Approved Cancel Rx Response, an automated Approved Cancel Rx Response, or a manual Denied Cancel Rx Response is sent successfully from VistA, the status of the Cancel Rx Response is marked CNP (Cancel Response Processed). If the Cancel Rx Response is not successfully sent from VistA to the eRx Transaction Hub, then the corresponding Cancel Rx Request is marked CAX (Cancel Response from VistA Unsuccessful). CNP is a non-actionable status and CAX is an actionable status. They can be retrieved in the Holding Queue using <MV> Message View or <SR> Search actions.

Cancel Rx Process - eRx Records in the Holding Queue

When a Cancel Rx Request is received, the eRx Transaction Hub sends the record to the Holding Queue. There are scenarios that apply both when there is no matching New Rx record for the Cancel Rx Request received and when there is a matching New Rx record for the Cancel Rx Request received.

No Matching New Rx or No Auto-Cancel

The following scenarios apply when there is no matching New Rx record for the Cancel Rx Request received:

- If there is no matching New Rx in the eRx Transaction Hub, the request is received and displayed in the Holding Queue's list view in status CAP (Cancel Paper Rx or Faxed Rx).
- When the Cancel Rx Request is received in the Holding Queue but does not auto-Cancel a record, it is marked with the status CAR (Cancel Request Received).

In cases where the Cancel Rx Request status is marked as CAR or CAP, the user must acknowledge the requests and send out manual Approved or Denied Cancel Rx Responses.

The following table provides the Cancel Rx Request statuses before and after Acknowledging, Cancel Rx Response status, and the information sent back to the requesting non-VA provider on Approved and Denied Cancel Rx Responses.

Table 10: Cancel Rx Request and Response

Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
CAR (CANCEL REQUEST RECEIVED)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
CAP (CANCEL PAPERRX OR FAXED RX)	CAA	CNP	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

For more information on <ACK> Acknowledge action, please refer to Acknowledge: Hidden Action for Cancel Rx Request section in this guide.

To view a Cancel Rx Request details screen, select the desired record from the Holding Queue.

PSO ERX HOLDING QUEUE			Jul 31, 2018@13:45:24	Page: 1 of 1	
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)					
	Patient	DOB	Drug	Provider	STA Rec Date
1.	GRINES, RICH	10/12/73	PROTONIX 40 MG ORAL G	EVANS, LELV	I 7/27/18
2.	GRINES, RICH	10/12/73	QUINAPRIL 10 MG ORAL	EVANS, LELV	RXD 7/30/18
3.	GRINES, RICH	10/12/73	RISPERIDONE 2MG TAB	EVANS, LELV	CAO 7/30/18
4.	SARTENU, CHUAN	12/17/40	WELLBUTRIN XL 150 MG	ADRIANAL, SAM	I 7/30/18
5.	WHITESIDE, KARA	10/11/50	CARAFATE 1 GRAM ORAL	EVANS, LELV	HPT 7/31/18
6.	TUCKER, DEBRA	11/10/70	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD 7/31/18
7.	FLANDERS, FELICIA A	11/11/60	METHYLPREDNISOLONE AC	EVANS, LELV	CAO 7/31/18
8.	KARL, RACHURIAN	5/5/84	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP 7/31/18

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 5-7: Holding Queue List View – CAP

The details screen displays the eRx information along with the Cancel Rx Request information.

eRx Holding Queue Display	Jul 31, 2018@13:45:41	Page: 1 of 2
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eRx Patient: KARL, RACHURIAN
eRx Reference #: 34739

CANCELRX
eRx Status: CANCEL PAPER RX OR FAXED RX

eRx Patient: KARL, RACHURIAN DOB: 5/5/84
eRx Provider: LESTRANGE, BELLATRIX NPI: 1205415175

eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60 eRx Refills: PRN eRx Days Supply: 30 eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4 hours, 5 times daily

*****CANCEL REQUEST INFORMATION*****

Figure 5-8: CAP Details Screen 1

eRx Holding Queue Display	Jul 31, 2018@13:45:48	Page: 1 of 2
eRx Patient: KARL, ROBERT/ELIAN		
eRx Reference #: 34739		
+		
eRx Provider: LESTRANGE, BELLATRIX	NPI: 1225015175	
eRx Drug: ACYCLOVIR 800MG TAB		
eRx Qty: 60	eRx Refills: PRN	eRx Days Supply: 30 eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4 hours, 5 times daily		
*****CANCEL REQUEST INFORMATION*****		
Request Status: CANCEL PAPER RX OR FAXED RX		
Requested By: LESTRANGE, BELLATRIX		
Request Date/Time: JUL 31, 2018@13:44:26		
Original eRx not found in Hub and/or in Vista.		
Request Comments:		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 5-9: CAP Details Screen 2

Matching New Rx Prescription found

When the Cancel Rx Request is received in the Holding Queue and finds a matching New Rx record to be canceled, the status of the New Rx record changes to CAN (Original eRx Canceled in Holding Queue), from its previously known status: N, I, W, H**, RJ or RM. (H** refers to one of the Hold statuses). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue's list view.

Automated Approved Cancel Rx Responses

Table 11: Scenarios for Automated Approved Cancel Rx Responses

New Rx Status	Cancel Rx Request Status (Before ACK)	Cancel Rx Response Status	Automated Approved Cancel Rx Response >> Note
N (NEW)	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCEL RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.
RJ (REJECTED)	CAO	CNP	Rx was never dispensed. Rejected at Pharmacy.

To view an Automated Cancel Rx Response details screen, select the desired record from the Holding Queue.

PSO ERX HOLDING QUEUE		Jul 31, 2018@13:57:06		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul01, 2018)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.	GRINES, RICK	10/12/79	PROTONIX 40 MG ORAL G	EVANS, LILY	I 7/27/18
2.	GRINES, RICK	10/12/79	QUINAPRIL 10 MG ORAL	EVANS, LILY	RXD 7/30/18
3.	GRINES, RICK	10/12/79	RISPERIDONE 2MG TAB	EVANS, LILY	CAO 7/30/18
4.	SARTORI, CHAD	12/7/80	WELLBUTRIN XL 150 MG	ADAMS, GAB	I 7/30/18
5.	WHITESIDE, KARA	10/11/92	CARAFATE 1 GRAM ORAL	EVANS, LILY	HPT 7/31/18
6.	TUCKER, DEBRA	11/18/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD 7/31/18
7.	FLANDERS, FELICIA A	11/1/86	METHYLPREDNISOLONE AC	EVANS, LILY	CAO 7/31/18
8.	KARL, NANCY/RIAN	5/5/84	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP 7/31/18
9.	WHITESIDE, KARA	10/11/92	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAO 7/31/18

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 5-10: CAO Status in Holding Queue List View

The details screen displays the eRx information along with the Cancel Rx Request information.

eRx Holding Queue Display	Jul 31, 2018@13:57:20	Page: 1 of 3
---------------------------	-----------------------	--------------

eRx Patient: WHITESIDE, KARA
eRx Reference #: 34741

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: N - NEW

eRx Patient: WHITESIDE, KARA DOB: 10/11/92
eRx Provider: EVANS, LILY NPI: 10071000417

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360 eRx Refills: 1 eRx Days Supply: 90 eRx Date: JUL 31, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty stomach 1 hour before meals for 90 days

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE

+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 5-11: CAO Details Screen 1

As the user continues to scroll, the Cancel Response Information displays.

eRx Holding Queue Display	Jul 31, 2018@13:57:42	Page: 2 of 3									
eRx Patient: XXXXXXXXXX											
eRx Reference #: 34741											
+											
Request Comments: Comments By: Comments Date/Time:											
*****CANCEL RESPONSE INFORMATION***** APPROVED Response Status: Request/Response Type: APPROVED Response: Rx was never dispensed. Canceled at Pharmacy Response by: PSOAPPLICATIONPROXY,PSO Response Date/Time: JUL 31, 2018@13:56:49 Response Comments: <div style="background-color: black; color: white; padding: 2px; text-align: center;">+ Enter ?? for more actions</div> <table style="width: 100%; font-family: monospace; font-size: 0.9em;"> <tr> <td>VP (VALIDATE PATIENT)</td> <td>VM (VALIDATE PROVIDER)</td> <td>VD (VALIDATE DRUG/SIG)</td> </tr> <tr> <td>P Print</td> <td>RJ (Reject)</td> <td>AC (Accept eRx)</td> </tr> <tr> <td>H (Hold)</td> <td>UH (Un Hold)</td> <td>RM (Remove eRx)</td> </tr> </table> Select Action:Next Screen// █			VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	P Print	RJ (Reject)	AC (Accept eRx)	H (Hold)	UH (Un Hold)	RM (Remove eRx)
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)									
P Print	RJ (Reject)	AC (Accept eRx)									
H (Hold)	UH (Un Hold)	RM (Remove eRx)									

Figure 5-12: CAO Details Screen 2

Manual Approved or Denied Cancel Rx Responses

Table 12: Scenarios for Manual Approved or Denied Cancel Rx Responses

New Rx Status	Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
I (IN PROCESS)	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
H** (Hold Status)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
W (WAIT)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
RM (REMOVED)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

To view a manually approved Cancel Rx Response details screen, select the desired record from the Holding Queue.

PSO ERX HOLDING QUEUE		Jul 31, 2018@14:04:42		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.	GRINES, RICK	12/12/79	PROTONIX 40 MG ORAL G	EVANS, LILY	I 7/27/18
2.	GRINES, RICK	12/12/79	QUINAPRIL 10 MG ORAL	EVANS, LILY	RXD 7/30/18
3.	GRINES, RICK	12/12/79	RISPERIDONE 2MG TAB	EVANS, LILY	CAO 7/30/18
4.	BARTEND, CHASE	12/7/40	WELLBUTRIN XL 150 MG	ADAMS, DAN	I 7/30/18
5.	TUCKER, DEBRA	11/16/70	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD 7/31/18
6.	FLAUNDERS, FELICIA A	11/1/90	METHYLPREDNISOLONE AC	EVANS, LILY	CAO 7/31/18
7.	KARL, NANCY/LAN	5/5/68	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP 7/31/18
8.	WHITESIDE, KARA	12/11/92	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAO 7/31/18
9.	WHITESIDE, KARA	12/11/92	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAH 7/31/18

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 5-13: CAH Status in Holding Queue List View

The details screen displays the eRx information along with the Cancel Rx Request information. In the example below, the Last New Rx Status displays as I – In Process.

eRx Holding Queue Display	Jul 31, 2018@14:05	Page: 1 of 2
---------------------------	--------------------	--------------

eRx Patient: WHITESIDE, KARA
eRx Reference #: 34742

CANCEL RX
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE
Last New Rx status: I - IN PROCESS

eRx Patient: WHITESIDE, KARA DOB: 12/11/92
eRx Provider: EVANS, LILY NPI: 1871588417

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360 eRx Refills: 1 eRx Days Supply: 90 eRx Date: JUL 31, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty stomach 1 hour before meals for 90 days

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL COMPLETED IN HOLDING QUEUE

+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 5-14: CAH Details Screen

Cancel Rx Process - eRx Records in Outpatient Profile

When the Cancel Rx Request is received in the Holding Queue for a New Rx record to be canceled, and the status of the New Rx record is PR (Processed), an entry exists on the Outpatient side, the status changes to CAN (Original eRx Canceled in Holding Queue). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue's list view.

When the New Rx is in one of the statuses as specified in the table below, an automated Approved Cancel Rx Response is sent outbound after auto-Discontinuing the Prescription in OP. The Activity log for the prescription captures the auto-Discontinue activity from this process.

Automated Approved Cancel Rx Responses

Table 13: Scenarios for Automated Approved Cancel Rx Responses

New Rx Prescription Status in OP	Cancel Rx Request Status (Before ACK)	Cancel Rx Response Status	Automated Approved Cancel Rx Response >> Note
Active	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCEL RESPONSE PROCESSED)	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Pending	CAO	CNP	Rx was never dispensed. Canceled at Pharmacy.
Discontinued	CAO	CNP	Prescription is already discontinued at the Pharmacy.
Refill	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Suspended	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Expired	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Discontinued by Provider	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Discontinued (Edit)	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Provider Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)

Navigate to the patient Medication Profile and select the desired eRx record.

Medication Profile		Jul 31, 2018@14:09:27		Page: 1 of 1				
FLORENCE, FELICIA ANN		<NO ALLERGY ASSESSMENT>						
PID: 004-40-0004		Ht(cm): _____		(_____)				
DOB: NOV 1, 1980 (37)		Wt(kg): _____		(_____)				
SEX: FEMALE		BSA (m2): _____						
CrCL: <Not Found> (CREAT: Not Found)								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----								
1	& 2719728\$	OLOPATADINE HCL 0.1% OPH SOLN	02.5	A>	07-30	07-31	0	30
-----DISCONTINUED-----								
2	& 2719726\$	METHYLPREDNISOLONE ACETATE 40MG/ML 1ML	DC		07-30	07-31	0	1
Qty: 1								
Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Quit// █								

Figure 5-15: Medication Profile

The Rx Activity Log displays.

Rx Activity Log		Jul 31, 2018@14:11:28		Page: 1 of 0	
FLUORENCE, FELICIA ANN		<NO ALLERGY ASSESSMENT>			
PID: 004-85-0004		Ht(cm): _____ (____)			
DOB: NOV 1, 1980 (37)		Wt(kg): _____ (____)			
+					
#	Log Date	Date	Qty	Routing	Lot # Pharmacist
=====					
There are NO Partial for this Prescription					
Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
=====					
1	07/31/18	PATIENT INSTR.	ORIGINAL		
Comments: Patient Instructions Sent By Provider.					
2	07/31/18	PROCESSED	ORIGINAL	CHALLAGUNDA, PRAVEEN	
Comments: Label never queued to print by User					
3	07/31/18		ORIGINAL	PSOAPPLICATIONPROXY, PSO	
Comments: Canceled by external provider (eRx)					
4	07/31/18	DISCONTINUED	ORIGINAL	PSOAPPLICATIONPROXY, PSO	
Comments: eRx discontinued by external prescriber					
+ Enter ?? for more actions					
Select Action:Next Screen//					

Figure 5-16: Rx Activity Log 1

Rx Activity Log		Jul 31, 2018@14:11:39		Page: 3 of 0	
FLUORENCE, FELICIA ANN		<NO ALLERGY ASSESSMENT>			
PID: 004-85-0004		Ht(cm): _____ (____)			
DOB: NOV 1, 1980 (37)		Wt(kg): _____ (____)			
+					
SPMP (State Prescription Monitoring Program) Log:					
Date/Time	Fill Type	Exp. Type	Bat#	Filename	
=====					
There's NO Export Log for this prescription.					
eRx Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
=====					
1	07/31/18	IERX ORIGINAL	PSOAPPLICATIONPROXY, PSO		
Comments: Canceled by external provider (eRx)					
+ Enter ?? for more actions					
Select Action:Quit//					

Figure 5-17: Rx Activity Log 2

The details of the Cancel Rx can be viewed in the Holding Queue on the Cancel Rx Details screen.

eRx Holding Queue Display	Jul 31, 2018@14:08:46	Page: 1 of 3
---------------------------	-----------------------	--------------

eRx Patient: FLOWERS, FLORENCE ANN
eRx Reference #: 34737

CANCEL RX
eRx Status: CANCEL PROCESS COMPLETE
Current Status Details: First Fill: 7/31/18, Last Fill: 7/31/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: FLOWERS, FLORENCE ANN DOB: 11/1/88
eRx Provider: STANG, LILY NPI: 1871088417

eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1 eRx Refills: 0 eRx Days Supply: 1 eRx Date: JUL 31, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC

*****CANCEL REQUEST INFORMATION*****

+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action: Next Screen //

Figure 5-18: Cancel Rx Details Screen in Holding Queue 1

As the user continues to scroll, the section for Cancel Request Information displays.

eRx Holding Queue Display	Jul 31, 2018@14:13:01	Page: 2 of 3
---------------------------	-----------------------	--------------

eRx Patient: FLOWERS, FLORENCE ANN
eRx Reference #: 34737

+
Request Comments:
Comments By:
Comments Date/Time:

*****CANCEL RESPONSE INFORMATION*****

APPROVED
Response Status:
Request/Response Type: APPROVED
Response: First Fill: 7/31/18, Last Fill: 7/31/18, Refills Remaining: 0
Response by: PSOAPPLICATIONPROXY, PSO
Response Date/Time: JUL 31, 2018@12:39:23

Response Comments:
Comments By:

+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action: Next Screen //

Figure 5-19: Cancel Rx Details Screen in Holding Queue 2

The New Rx Details screen includes an eRx status stating, “Original eRx Canceled in the Holding Queue”.

eRx Holding Queue Display		Jul 31, 2018@14:13:23		Page: 1 of 2	
eRx Patient: FLANDERS, FELICIA ANN					
eRx Reference #: 34731					
NEWRX					
eRx Status: ORIGINAL ERX CANCELED IN THE HOLDING QUEUE					
eRx Patient: FLANDERS, FELICIA ANN				DOB: 11/11/86	
Vista Patient[v]: FLANDERS, FELICIA ANN				DOB: 11/11/86	
eRx Provider: EVANS, LILLY				NPI: 1871008417	
Vista Provider[v]: EVANS, LILLY				NPI: 1871008417	
eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ					
eRx Qty: 1		eRx Refills: 0		eRx Days Supply: 1	
eRx Date: JUL 31, 2018					
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC					
Vista Drug[v]: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML					
Vista Qty: 1		Vista Refills: 0		Vista Days Supply: 1	
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 5-20: New Rx Details Screen

In addition to the above scenarios, the following also go through the same workflow in the case of an 'Active' Prescription being auto-Discontinued by a Cancel Rx Request:

- Auto-Cancel on New eRx's in the Holding Queue in PR status, when there is an outstanding Denied Refill Response in the Holding Queue.
- Auto-Cancel on New eRx's in the Holding Queue in PR status, when corresponding eRx record is also in Outpatient with a subsequent electronic renewal fill.
- Auto-Cancel on New eRx's in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved or Approved with Changes Refill Response not in the Holding Queue's List View.
- Auto-Cancel on New eRx's in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Changes Refill Response has been <AC> Accepted in the Holding Queue).
- Auto-Cancel on New eRx's in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Change Refill Response has not been <AC> Accepted in the Holding Queue).

Manual Approved or Denied Cancel Rx Responses

When eRx's are renewed within VA using either RN function or using CPRS Renewal, the eRx is deemed as a VA Prescription. The '&' symbol used to denote eRx Prescriptions separately in OP does not display against such Prescriptions anymore. When Cancel Rx Requests are sent for New Rx Prescriptions that are taken over by VA, the system will not auto-Discontinue the Prescriptions in OP. However, the corresponding Holding Queue New Rx record is changed to CAN status and the Cancel Rx Request will be marked CAH, indicating that there is user intervention required.

Table 14: Scenarios for Manual Approved or Denied Cancel Rx Responses

New Rx Prescription Status in OP	Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
Prescription renewed in VA using RN function	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Prescription renewed using CPRS Renewal	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Deleted	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Drug Interactions	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Non-Verified	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

```

eRx Holding Queue Display      Jul 31, 2018@14:21:05      Page: 1 of 2
eRx Patient: [REDACTED]
eRx Reference #: 34743

CANCELRX
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE
Current Status Details: eRx was renewed within the VA.
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: [REDACTED]      DOB: 10/10/75
eRx Provider: [REDACTED]      NPI: 1071000417

eRx Drug: PROTONIX 40 MG ORAL GRANULES DR FOR SUSP IN PACKET
eRx Qty: 90      eRx Refills: 3      eRx Days Supply: 90      eRx Date: JUL 31, 2018
eRx Sig: take 1 packet (40 mg) mixed in 1 teaspoonful of applesauce or apple
juice by oral route once daily for 90 days

*****CANCEL REQUEST INFORMATION*****
+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print      RJ (Reject)      AC (Accept eRx)
H (Hold)      UH (Un Hold)      RM (Remove eRx)
Select Action:Next Screen//

```

Figure 5-21: Cancel Completed in Holding Queue

Cancel Rx Request Failed (CAF)

Cancel Rx Failed (CAF) is an actionable status used for Cancel Rx process when a failure occurs. One scenario is when the Outpatient Profile of a patient is locked in OERR and the system is attempting to auto-discontinue an eRx.

Table 15: Scenarios for Cancel Rx Failed

#	Scenario	Lock in OERR	Lock in Backdoor Orders >> Edit Mode	Lock in Backdoor Orders
1	When a user selects an Active eRx from OP and locks it, and at the same time a Cancel Rx Request is sent for that prescription.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.
2	When a user selects a Pending eRx from OP and locks it, and at the same time a Cancel Rx Request is sent	The Cancel Rx Request status is marked as CAF in the Holding Queue.	The Cancel Rx Request status is marked as CAF in the Holding Queue.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

#	Scenario	Lock in OERR	Lock in Backdoor Orders >> Edit Mode	Lock in Backdoor Orders
	for that prescription.			
3	When a user selects an eRx from OP that is on Hold, and at the same time a Cancel Rx Request is sent for that prescription.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

Cancel Rx Request Received (CAR)

Cancel Rx Request Received is an actionable status used for Cancel Rx process when a New eRx record in PR status in the Holding Queue is successfully canceled. However, the corresponding eRx in OP could not be auto-discontinued because the patient on the New eRx record did not match the VistA patient in the Outpatient record. In this case, no automated Cancel Rx Response is sent. The user must acknowledge and send a manual response.

Inbound Error – CNE

Inbound Error message is the NCPDP 10.6 format for Inbound Error message received in VistA under situations including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Cancel Rx Response sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved but not displayed in the Holding list view, with the status CNE (Cancel Response/Inbound Error). This is not an actionable entry and does not require the user to acknowledge it.

Acknowledge: Hidden Action for Cancel Rx Request

When a Cancel Rx Request is displayed in the Holding Queue's list view, it is in an actionable status. The user can use the hidden action <ACK> Acknowledge to review and remove it from the list view. For a full list of Cancel Request statuses, please refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in Appendix B. of this guide.

Acknowledge: Automated Cancel R_x Response Sent

In cases in which the automated Cancel R_x Response has already been sent to the requesting non-VA Provider, the user does not have the ability to select the response type and send it out. This applies to the Cancel R_x Request records in the Holding Queue's list view, in CAO (Cancel Completed in Holding Queue) actionable status only.

To Acknowledge a Cancel R_x Request:

1. Select the Cancel R_x Request from the Holding Queue.

PSO ERX HOLDING QUEUE		Jul 30, 2018@12:13:51		Page: 15 of 16	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)			
+	Patient	DOB	Drug	Provider	STA Rec Date
219.		7/19/58	CLONIDINE HCL 0.2 TAB	ALPOND, DAVID	CAA 7/19/18
220.		1/2/58	BUPROPION HCL 75MG TA	ALPOND, DAVID	CAR 7/23/18
221.		7/23/58	DANAZOL 50MG CAP	ALPOND, DAVID	CAO 7/23/18
222.		7/23/58	CAPTOPRIL 25MG TAB	ALPOND, DAVID	CAH 7/23/18
223.		7/23/58	SIMVASTATIN 20MG	ALPOND, DAVID	CAR 7/23/18
224.		7/23/58	SIMVASTATIN 20MG	ALPOND, DAVID	CAO 7/23/18
225.		8/23/58	SIMVASTATIN 20MG TAB	ALPOND, DAVID	CAR 7/23/18
226.		7/23/58	CLONIDINE HCL 0.2 TAB	EVANS,	CAR 7/24/18
227.		1/2/58	DANAZOL 50MG CAP	ALPOND, DAVID	CAR 7/25/18
228.		1/2/58	SIMVASTATIN 20MG TAB	ALPOND, DAVID	CAR 7/25/18
229.		1/2/58	SIMVASTATIN 20MG TAB	ALPOND, DAVID	CAO 7/26/18
230.		1/2/58	BUPROPION HCL 75MG TA	DONALD, THOM	CAR 7/26/18
231.		1/2/58	SIMVASTATIN 20MG TAB	ALPOND, DAVID	CAH 7/26/18
232.		1/2/58	SIMVASTATIN 20MG TAB	ALPOND, DAVID	CAA 7/26/18
233.		1/2/58	SIMVASTATIN 10MG TAB	ALPOND, DAVID	CAR 7/26/18
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Next Screen//					

Figure 5-22: Holding Queue – eR_x in CAO Status

2. Enter <??> to display additional actions.

```

eRx Drug: DANAOL 50MG CAP
eRx Qty: 60          eRx Refills: 0      eRx Days Supply: 30  eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: ALBERT, DAVID

+ Enter ?? for more actions
P Print          RJ (Reject)          AC (Accept eRx)
H (Hold)        UH (Un Hold)         RM (Remove eRx)

The following actions are also available:
+ Next Screen    LS Last Screen        Q Quit
- Previous Screen GO Go to Page        AD Add Comment
UP Up a Line     RD Re Display Screen  ACK Acknowledge
DN Down a Line   PS Print Screen
> Shift View to Right PL Print List      JO JUMP TO OP
< Shift View to Left SL Search List
FS First Screen  ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:

```

Figure 5-23: Additional Action - ACK

3. Enter **<ACK>**.
4. Enter **Yes** to acknowledge the record.

```

eRx Reference #: 8794
+
Current Status Details: First Fill:7/23/18, Last Fill:7/23/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: IMBERSON, TOM ALAN          DOB: 7/28/58
eRx Provider: ALBERT, DAVID             NPI: 1472542665

eRx Drug: DANAOL 50MG CAP
eRx Qty: 60          eRx Refills: 0      eRx Days Supply: 30  eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: ALBERT, DAVID

+ Enter ?? for more actions
VP (VALIDATE PATIENT)    VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P Print                 RJ (Reject)              AC (Accept eRx)
H (Hold)               UH (Un Hold)            RM (Remove eRx)

Select Action:Next Screen// ACK  ACK
Would you like to acknowledge this record?
Enter Yes or No: N//

```

Figure 5-24: Acknowledge Record

The Cancel Rx Request is acknowledged and Status is changed to CAA in the Holding Queue.

PSO ERX HOLDING QUEUE		Jul 30, 2018@12:17:15		Page: 15 of 16	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)			
+	Patient	DOB	Drug	Provider	STA Rec Date
219.			CLONIDINE HCL 0.2 TAB		CAA 7/19/18
220.			BUPROPION HCL 75MG TA		CAR 7/23/18
221.			DANAZOL 50MG CAP		CAA 7/23/18
222.			CAPTOPRIL 25MG TAB		CAH 7/23/18
223.			SIMVASTATIN 20MG		CAR 7/23/18
224.			SIMVASTATIN 20MG		CAO 7/23/18
225.			SIMVASTATIN 20MG TAB		CAR 7/23/18
226.			CLONIDINE HCL 0.2 TAB		CAR 7/24/18
227.			DANAZOL 50MG CAP		CAR 7/25/18
228.			SIMVASTATIN 20MG TAB		CAR 7/25/18
229.			SIMVASTATIN 20MG TAB		CAO 7/26/18
230.			BUPROPION HCL 75MG TA		CAR 7/26/18
231.			SIMVASTATIN 20MG TAB		CAH 7/26/18
232.			SIMVASTATIN 20MG TAB		CAA 7/26/18
233.			SIMVASTATIN 10MG TAB		CAR 7/26/18
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Next Screen//					

Figure 5-25: Holding Queue – CAA Status

When viewing the details of the record, the status of the Cancel Rx Request displays as “Cancel Request Acknowledged”.

eRx Holding Queue Display	Jul 30, 2018@12:16:34	Page: 1 of 3
eRx Patient: INDIKATOR, TOM ALAN		
eRx Reference #: 8794		
+ Current Status Details: First Fill:7/23/18, Last Fill:7/23/18, Refills Remaining		
Last New Rx status: PR - PROCESSED		
Outpatient Prescription status: DISCONTINUED		
eRx Patient: INDIKATOR, TOM ALAN	DOB: 7/26/56	
eRx Provider: ALPINE, DAVE	NPI: 1472562699	
eRx Drug: DANAZOL 50MG CAP		
eRx Qty: 60	eRx Refills: 0	eRx Days Supply: 30 eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY		
*****CANCEL REQUEST INFORMATION*****		
Request Status: CANCEL REQUEST ACKNOWLEDGED		
Requested By:		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 5-26: Cancel Request Acknowledged

Acknowledge: No Automated Cancel Rx Response Sent

In cases in which no automated Cancel Rx Response has been sent to the requesting non-VA Provider, the user has the ability to select the response type and send it out. This applies to the Cancel Rx Request records in the Holding Queue’s list view, in the following actionable statuses only:

- CAR (Cancel Request Received)

- CAP (Cancel Paper Rx or Faxed Rx)
- CAH (Cancel Completed in Holding Queue)
- CAX (Cancel Response from VistA Unsuccessful)
- CAF (Cancel Process Failed)

To Acknowledge a Cancel Rx Request:

1. Select the Cancel Rx Request from the Holding Queue.

PSO ERX HOLDING QUEUE		Jul 30, 2018@12:17:15		Page: 15 of 16	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)			
+	Patient	DOB	Drug	Provider	STA Rec Date
219.			CLONIDINE HCL 0.2 TAB	ALPENDING, DAVID	CAA 7/19/18
220.			BUPROPION HCL 75MG TA	ALPENDING, DAVID	CAR 7/23/18
221.			DANAZOL 50MG CAP	ALPENDING, DAVID	CAA 7/23/18
222.			CAPTOPRIL 25MG TAB	ALPENDING, DAVID	CAH 7/23/18
223.			SIMVASTATIN 20MG	ALPENDING, DAVID	CAR 7/23/18
224.			SIMVASTATIN 20MG	ALPENDING, DAVID	CAO 7/23/18
225.			SIMVASTATIN 20MG TAB	ALPENDING, DAVID	CAR 7/23/18
226.			CLONIDINE HCL 0.2 TAB	EVANS, J	CAR 7/24/18
227.			DANAZOL 50MG CAP	ALPENDING, DAVID	CAR 7/25/18
228.			SIMVASTATIN 20MG TAB	ALPENDING, DAVID	CAR 7/25/18
229.			SIMVASTATIN 20MG TAB	ALPENDING, DAVID	CAO 7/26/18
230.			BUPROPION HCL 75MG TA	RONALD D. TRUMP	CAR 7/26/18
231.			SIMVASTATIN 20MG TAB	ALPENDING, DAVID	CAH 7/26/18
232.			SIMVASTATIN 20MG TAB	ALPENDING, DAVID	CAA 7/26/18
233.			SIMVASTATIN 10MG TAB	ALPENDING, DAVID	CAR 7/26/18
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Next Screen//					

Figure 5-27: Holding Queue – eRx in CAH Status

2. Enter <??> to display additional actions.

```

Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By: ALPHEO, JAMES
Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
Comments By:
Comments Date/Time:

+ Enter ?? for more actions
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)

The following actions are also available:
+ Next Screen LS Last Screen Q Quit
- Previous Screen GO Go to Page AD Add Comment
UP Up a Line RD Re Display Screen ACK Acknowledge
DN Down a Line PS Print Screen JO JUMP TO OP
> Shift View to Right PL Print List
< Shift View to Left SL Search List
FS First Screen ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:

```

Figure 5-28: Additional Action - ACK

3. Enter <ACK>.
4. Select the response type, <A> Approved or <D> Denied.

```

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By: ALPHEO, JAMES
Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
Comments By:
Comments Date/Time:

+ Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)
Select Action:Next Screen// ACK ACK
Would you like to send an 'Approved' or 'Denied' response?

Select one of the following:

A APPROVED
D DENIED

Enter response: █

```

Figure 5-29: Select Response Type

5. Enter Yes to acknowledge the record.

Request Status: CANCEL COMPLETED IN HOLDING QUEUE
 Requested By: ALPINO, DAVID
 Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
 Comments By:
 Comments Date/Time:

+ Enter ?? for more actions

VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen// ACK ACK
 Would you like to send an 'Approved' or 'Denied' response?

Select one of the following:

A	APPROVED
D	DENIED

Enter response: APPROVED

Would you like to acknowledge this record?
 Enter Yes or No: N// Yes

Figure 5-30: Acknowledge Record

The Cancel Rx Request is acknowledged and the Status is changed to CAA in the Holding Queue.

PSO ERX HOLDING QUEUE		Jul 30, 2018@12:24:23		Page: 15 of 16	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)			
+	Patient	DOB	Drug	Provider	STA Rec Date
219.			CLONIDINE HCL 0.2 TAB	ALPINO, DAVID	CAA 7/19/18
220.			BUPROPION HCL 75MG TA	ALPINO, DAVID	CAR 7/23/18
221.			DANAZOL 50MG CAP	ALPINO, DAVID	CAA 7/23/18
222.			CAPTROPIL 25MG TAB	ALPINO, DAVID	CAA 7/23/18
223.			SIMVASTATIN 20MG	ALPINO, DAVID	CAR 7/23/18
224.			SIMVASTATIN 20MG	ALPINO, DAVID	CAO 7/23/18
225.			SIMVASTATIN 20MG TAB	ALPINO, DAVID	CAR 7/23/18
226.			CLONIDINE HCL 0.2 TAB	EVANS,	CAR 7/24/18
227.			DANAZOL 50MG CAP	ALPINO, DAVID	CAR 7/25/18
228.			SIMVASTATIN 20MG TAB	ALPINO, DAVID	CAR 7/25/18
229.			SIMVASTATIN 20MG TAB	ALPINO, DAVID	CAO 7/26/18
230.			BUPROPION HCL 75MG TA	DONALD, TRIM	CAR 7/26/18
231.			SIMVASTATIN 20MG TAB	ALPINO, DAVID	CAH 7/26/18
232.			SIMVASTATIN 20MG TAB	ALPINO, DAVID	CAA 7/26/18
233.			SIMVASTATIN 10MG TAB	ALPINO, DAVID	CAR 7/26/18

+

Enter ?? for more actions

SI Select Item

SO Sort Entries

SR (Search Queue)

MV Message View

Select Action:Next Screen//

Figure 5-31: Holding Queue – CAA Status

When viewing the details of the record, the status of the Cancel Rx Request displays as “Cancel Request Acknowledged”.

eRx Holding Queue Display	Jul 30, 2018@12:23:40	Page: 1 of 3
eRx Patient: [REDACTED]		
eRx Reference #: 8797		
+		
eRx Drug: CAPTOPRIL 25MG TAB		
eRx Qty: 30	eRx Refills: 0	eRx Days Supply: 30 eRx Date: JUL 23, 2018
eRx Sig: TAKE ONE TABLET A DAY ON AN EMPTY STOMACH		
*****CANCEL REQUEST INFORMATION*****		
Request Status: CANCEL REQUEST ACKNOWLEDGED		
Requested By:		
Request Date/Time: JUL 23, 2018@14:20:13		
Request Comments:		
Comments By:		
Comments Date/Time:		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 5-32: Cancel Request Acknowledged

Add Comments: Hidden Action for Cancel Rx Request/Response

There is a free-text Comment field in the Message Details view for Cancel Rx Request and Response messages. This field allows users to enter additional comments on the Cancel Rx Request and Response messages. To add a comment:

1. Type action <AD>.
2. Type Request/Response comments.

```

eRx Patient: ONETEST,ONE
eRx Reference #: 8892

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: ONETEST,ONE
eRx Provider: ALPINE,DAVE

eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60      eRx Refills: 0      eRx Days Supply: 30      eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
+      Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)            RM (Remove eRx)
Select Action:Next Screen// AD      AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE FOR USER MANUAL

```

Figure 5-33: Add Comments

3. Select <Enter>.

```

eRx Holding Queue Display      Jul 30, 2018@12:39:40      Page: 1 of 3
eRx Patient: ONETEST,ONE
eRx Reference #: 8892
+
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60      eRx Refills: 0      eRx Days Supply: 30      eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: ALPINE,DAVE
Request Date/Time: JUL 26, 2018@11:11:49

Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By: ALPINE,DAVE
Comments Date/Time: JUL 30, 2018@12:39:30

+      Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)            RM (Remove eRx)
Select Action:Next Screen//

```

Figure 5-34: Cancel Rx Request Comments

The name of the user who made the comment displays in the “Comments By” field and the date/time the comments were made display in the “Comments Date/Time” field. Users can replace the existing comments with updated comments. When comments are replaced, the last user who made comments displays in the “Comments By” field and the date/time the comments were updated display in the “Comments Date/Time” field. To update or replace comments:

4. Type action <AD>.

5. Replace with updated comments.

```
eRx Reference #: 8892
+
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60          eRx Refills: 0      eRx Days Supply: 30   eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: AL PEREZ, DNP
Request Date/Time: JUL 26, 2018@11:11:49

Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By: AL PEREZ, DNP
Comments Date/Time: JUL 30, 2018@12:39:30

+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                 AC (Accept eRx)
H (Hold)                   UH (Un Hold)                RM (Remove eRx)
Select Action:Next Screen// AD AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE FOR USER MANUAL
Replace ... With SECOND ATTEMPT
```

Figure 5-35: Cancel Rx Request Comments

6. Select <Enter>.

```
eRx Holding Queue Display      Jul 30, 2018@12:44:05      Page: 1 of 3
eRx Patient: ONETEST,ONE
eRx Reference #: 8892
+
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60          eRx Refills: 0      eRx Days Supply: 30   eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: AL PEREZ, DNP
Request Date/Time: JUL 26, 2018@11:11:49

Request Comments: SECOND ATTEMPT
Comments By: AL PEREZ, DNP
Comments Date/Time: JUL 30, 2018@12:40:45

+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                 AC (Accept eRx)
H (Hold)                   UH (Un Hold)                RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-36: Cancel Rx Request Comments Updated

APPENDIX A. ACRONYMS AND ABBREVIATIONS

The table below defines the acronyms referenced in this document.

Table 16: Acronyms and Abbreviations

Term	Description
AITC	Austin Information Technology Center
CH	Change Healthcare
CHAMPVA	Civilian Health and Medical Program of the VA
CPRS	Computerized Patient Record System
CSV	Comma-separated value
DAS	Data Access Service
DEA	Drug Enforcement Administration
DME	Durable Medical Equipment
DOB	Date of Birth
DoD	Department of Defense
E&E	Enrollment & Eligibility
EHR	Electronic Health Record
ES	Enrollment System
HIN	Holder Identification Number
ePA	Electronic Prior Authorization
eRx	ePrescription
ESD	Enterprise Service Desk
FQDN	Fully Qualified Domain Name
IEP	Inbound ePrescribing
MbM	Meds by Mail
MVI	Master Veteran Index
NAIC	North American Industry Classification
NAICS	North American Industry Classification System
NCPDP	National Council for Prescription Drug Programs
NDC	National Drug Code
NPI	National Provider Identifier
OIT	Office of Information & Technology
OP	Outpatient Pharmacy
PBM	Pharmacy Benefits Management
PCS	Patient Care Services
PIN	Personal Identification Number

Term	Description
POC	Point of Contact
PPO	Program Planning Oversight
PRE	Pharmacy Reengineering
PHI	Protected Health Information
PHR	Personal Health Record
PII	Personal Identifiable Information
PIV	Personal Identification Verification
PRE	Pharmacy Reengineering
SSN	Social Security Number
Tech	Technician
UI	User Interface
UPN	Universal Product Number
UPC	Universal Product Code
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VDL	VA Documentation Library
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture

APPENDIX B. HOLDING QUEUE STATUS CODES & DESCRIPTIONS

Table 17: Holding Queue Status Codes & Descriptions for New Rx Message Type

Status Code	Description	Actionable Status in the Holding Queue
N	N/New: Status of the eRx when it first arrives in the Holding Queue and has not been acted upon in any way.	Yes
I	I/In Process: Status of the eRx when a user has taken an action on the eRx in the Holding Queue, including via the automatic patient or provider validation process.	Yes
W	W/Wait: Status of the eRx when a user has completed all 3 validations (Accept Validation/AV), on Patient, Provider and Drug/SIG, and has not yet completed the Accept (AC) action to process the eRx into the Pending Queue.	Yes
HPT	PATIENT NOT FOUND	Yes
HPD	PROVIDER NOT FOUND	Yes
HNF	NON-FORMULARY DRUG THAT NEEDS APPROVAL	Yes
HSO	INSUFFICIENT STOCK	Yes
HDI	DRUG-DRUG INTERACTION	Yes
HAD	ADVERSE DRUG INTERACTION	Yes
HBA	BAD ADDRESS	Yes
HPC	PROVIDER CONTACTED	Yes
HPA	PRIOR APPROVAL NEEDED	Yes
HOR	OTHER REASON	Yes
HPP	PATIENT CONTACTED	Yes
HPR	HOLD DUE TO PATIENT REQUEST	Yes
HQY	QUANTITY OR REFILL ISSUE	Yes

Status Code	Description	Actionable Status in the Holding Queue
RJ	RJ/Rejected: Status of the eRx when it has been rejected by a user. A message is sent back to the external provider indicating the eRx was rejected and the reason for rejection. Refer to the various reject reasons below.	No
RM	RM/Removed: Status of the eRx when it has been removed by a user. Note that a message is NOT sent back to the external provider when an eRx is removed. Refer to the various remove reasons below.	No
CAN	Original eRx Canceled in Holding Queue	No

Table 18: Holding Queue Status Codes & Descriptions for Refill Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRN	REFILL REQUEST - NEW	No
RRC	REFILL REQUEST COMPLETE	No
RRP	REFILL REQUEST PROCESSED	No
RRX	REFILL REQUEST EXPIRED (Refill Request message changes to "Expired" status if a response is not received after two weeks)	No
RRR	REFILL REQUEST RESPONSE RECEIVED	No
RRE	REFILL REQUEST ERROR	No

Table 19: Holding Queue Status Codes & Descriptions for Refill Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
RXN	REFILL RESPONSE - NEW	Yes
RXP	REFILL RESPONSE PROCESSED	No
RXC	REFILL RESPONSE COMPLETE	No
RXD	REFILL RESPONSE DENIED/DNTF	Yes
RXW	REFILL RESPONSE WAITING	Yes
RXA	REFILL RESPONSE ACKNOWLEDGED	No
RXF	REFILL RESPONSE FAILED	Yes

Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
CAA	CANCEL REQUEST ACKNOWLEDGED	No
CAH	CANCEL COMPLETED IN HOLDING QUEUE	Yes
CAO	CANCEL PROCESS COMPLETE	Yes
CAP	CANCEL PAPER RX OR FAXED RX	Yes
CAR	CANCEL REQUEST RECEIVED	Yes
CAX	CANCEL RESPONSE FROM VISTA UNSUCCESSFUL	Yes
CAF	CANCEL PROCESS FAILED	Yes

Table 21: Holding Queue Status Codes & Descriptions for Cancel Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
CNE	CANCEL RESPONSE/INBOUND ERROR	No
CNP	CANCEL RESPONSE PROCESSED	No
CNX	MANUAL OR AUTO-CANCEL RESPONSE NOT SENT	No

Table 22: Holding Queue Status Codes & Descriptions for Inbound Error Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRE	REFILL REQUEST ERROR	Yes
E	ERROR	No
CNE	CANCEL RESPONSE/INBOUND ERROR	No

Table 23: Reject Reason Codes (New Rx Message Only)

Status Code	Description
PTT01	Patient not eligible
PTT02	Cannot resolve patient
PVD01	Provider not eligible
PVD02	Cannot resolve provider
DRU01	Not eligible for refills
DRU02	Non-formulary drug
DRU03	Duplicate prescription found for this patient
DRU04	Invalid quantity
DRU05	Duplicate therapeutic class
DRU06	Controlled substances are disallowed
ERR01	Multiple errors, please contact the pharmacy
ERR02	Incorrect pharmacy
ERR03	Issues with prescription, please contact the pharmacy

Table 24: Remove Reason Codes (New Rx Message Only)

Status Code	Description
REM01	Drug out of stock or on backorder and unavailable for processing
REM02	Patient was not able to pick up
REM03	Prescription canceled by provider
REM04	Prescription processed manually
REM05	Provider will cancel this eRx and submit another
REM06	Unable to mail prescription and patient unable to pick up
REM07	Unable to contact patient
REM08	Unable to contact provider
REM91	Undefined system error
REM92	Other

APPENDIX C. NCPDP ERROR CODES

This appendix outlines common NCPD error codes and their descriptions, which will be visible in the Detail View of a message in the IEP web-based application.

Table 25: NCPDP Error Codes

Element Name	M/O	Datatype	Possible Values	Description
Code	M	String	600 601 602 900	600 Communication problem - try again later 601 Receiver unable to process 602 Receiver System Error 900 Transaction rejected
Description Code	O	String	001 002 003	001 Sender ID not on file. 002 Receiver ID not on file. 003 Invalid password for sender. 004 Invalid password for receiver 005 No password on file for sender. 006 No password on file for receiver. 007 Internal processing error has occurred. 008 Request timed out before response could be received. 009 Required segment UIB is missing. 010 Required segment UIH is missing. 011 Required segment UIT is missing. 012 Required segment UIZ is missing. 013 Unknown segment has been encountered. etc.
Description	O	an (70)	Free text	

APPENDIX D. REFILL REQUEST PRECONDITIONS AND WARNINGS

This appendix outlines when warnings are triggered for an outbound Refill Request. A warning is received when:

1. Refills are remaining for the prescription; therefore a refill request cannot be created.
2. <RR> is being used on a non-eRx prescription.
3. <RR> is used on an eRx that already has a Refill Request generated. Warning text will include the user who initiated the request, when each request was sent, any response received for the request or if it ended up in an ERROR scenario, and the number of requests sent in the last 30 days.
4. <RN> (Renew) function is initiated for an eRx.
5. VistA SIG has more than 140 characters, the warning message displays, “The NCPDP 10.6 standard does not support communication with a SIG longer than 140 characters. Please use alternative methods to communicate with the provider, i.e. call the provider”.
6. Place Order # contains “S” or it is not a positive integer.
7. Prescription does not exist in File #52.
8. Orderable item is in Inactive status.
9. Prescription is in CMOP Transmission state.
10. Prescription has been expired for greater than 120 days.
11. Prescription has been discontinued for greater than 120 days.
12. Drug mismatch.
13. Invalid dosage.
14. Missing SIG.
15. Drug is no longer used by Outpatient Pharmacy.
16. DEA Special Handling filed has 1, 2, or W.
17. Schedule I Narcotic Drug.
18. Maximum number of renewals (26) has been reached.
19. Status in File #52 is 2, 5, 6, 11, 14.
20. Rx has Forward Order # field, 39.5 in File #52.
21. Same as previous, but checks cross-referenced AQ.
22. Titration – Tapering Dose/Complex.